

BEFORE THE CONSUMER GRIEVANCES REDRESSAL FORUM  
(Under the Electricity Act, 2003)  
PUDUCHERRY

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PRESENT:

**THIRU T. GOPALAKRISHNAN, B.E.,**  
CHAIRMAN

**THIRU A.S. JITENDRA RAO, B. Tech., M.B.A.,**  
LICENSEE MEMBER

**THIRU R. KRISHNAMURTHY, B.Com., LLB., PGDFL.,**  
JERC NOMINATED MEMBER

FRIDAY, THE 26<sup>TH</sup> DAY OF NOVEMBER 2021

**CONSUMER CASE No.81/2021**

Saudha Oummal,  
No.35, Mousthafa Kamal Street,  
Karaikal - 609 602.

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Complainant

Vs.

- 1) The Executive Engineer,  
Electricity Department,  
Karaikal.
- 2) The Assistant Engineer –Town-I,  
Electricity Department,  
Karaikal.
- 3) The Junior Accounts Officer (Revenue),  
Electricity Department,  
Karaikal.
- 4) The Junior Engineer – Town,  
Electricity Department,  
Karaikal.

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Respondents

This case in C.C. No.81/2021 came up before this Forum for final hearing on 17/11/2021. After hearing both sides and having stood over till this date for consideration this Forum has delivered the following:

The case of the Complainant is as follows:

1. A Complaint was received from Tmt.Soudha Oummal during the CGRF camp hearing held on 21/10/2021 at Karaikal. In the complaint, the Complainant has informed that the meter was changed in May 2021 and getting excess bill from the month of May 2021 to September 2021 when compared to the previous bills in the same 2021. The Complainant had further informed that in spite of several complaints to the Department, they are continuously charging excess bills. The Complainant had requested for correction and also for change of meter. Hence, the Complaint.
2. The complaint has been registered as C.C. No.81/2021 on 21/10/2021 and the copy of the complaint was sent to the Executive Engineer Karaikal and others to furnish reply by 02.11.2021. Reply from the Respondents was received on 03/11/2021.
3. In the Affidavit dated 29/10/2021, the Assistant Engineer, Town-I / Respondent No.2 had stated that, the Complainant's three phase service connection existing three single phase meters have been replaced by single three phase Electrostatic meter in the month of May 2021, due to one meter under stuck-up condition and other meters under low consumption. After replacing the meters, the consumer challenged the fixed single three phase meter and sought for testing the meter performance. The meter has been tested in the department laboratory and the performance is reported to be satisfactory. On inspection of the consumer premises, by JE-Town and JE-MRT on 27/10/2021 it was observed that the consumer has an installed load of 28.445 KW against the sanctioned load of 10.5KW.
4. Hearing of the case was posted on 17/11/2021 at Karaikal. Hearing was attended by both the parties. During hearing, the Complainant preferred to have 3 numbers of single phase meters instead of one number of 3 phase meter. The Department had replied that in poly phase service, Department is now providing only one poly phase meter.

Observation: i. The allegation of the Complainant with the new meter is recording higher consumption when compared with previous consumption of the same period is baseless, since one meter was under stuck-up condition at that time and hence both consumptions cannot be compared.

ii. As per the connected load submitted by the Department in the Affidavit in ground floor is 14.6 KW with two numbers of Air-conditioners and other electrical gadgets Fridge, Washing Machine etc., and in First floor connected load 13.76 KW with two Air-conditioners and the total load is 28.45 kw. The consumption as per formula in Supply Code 2018 comes to 2048 units per month. Hence, the present consumption of 600 units is not on the higher side.

#### ORDER

i. As pointed out above, the consumption for the period from May 2021 to September 2021 when one meter was in stuck-up condition cannot be taken as a basis for comparing the consumption in the new meter provided in May 2021. The Meter Test Report also confirms normal functioning of the meter. Hence there is no reason for revision of bill.

ii. The Complainant is directed to pay the present and balance amount of bills within 15 days from the date of this Order. If the Complainant prefers to have instalments she may approach the Executive Engineer, Karaikal for the same.

iii. Thus the Complaint is not allowed.

iv. The Complainant is at liberty to prefer an appeal against this Order before the Ombudsman, Joint Electricity Regulatory Commission for the state of Goa and Union Territories, 3rd Floor, Plot No. 55-56, Pathkind Lab Building, Service Lane, Udyog Vihar, Phase IV, Sector -18 Gurugram, Haryana-122015 within 30 days from the date of this Order under intimation to this Forum and the Respondents.

Dated at Puducherry on this the 26<sup>th</sup> day of November, 2021

**Sd/-**

**Sd/-**

**Sd/-**

**(R. KRISHNAMURTHY)**  
**JERC NOMINATED MEMBER**

**(A.S. JITENDRA RAO)**  
**LICENSEE MEMBER**

**(T. GOPALAKRISHNAN)**  
**CHAIRMAN**